Response Activities

(Note that there is no column for "frequency" as with the other measures. These actions are not undertaken on a regular basis, but rather are triggered in response to an emergency or security incident.)

	Responsibility	Action
1.	Drivers	Drivers are to follow established agency guidelines for contacting dispatch if a situation arises that requires further agency intervention, such as a disruptive passenger.
2.	Drivers	Emergency drop points will be used by drivers to drop off passengers at the nearest safe location if instructed to do so by the dispatcher or the designated backup.
3.	Drivers, supervisors, mechanics	Agency policies are in place for identifying and responding to suspicious persons.
4.	Drivers, supervisors, mechanics	If a suspicious package, device, or substance is located, agency guidelines for evaluating such items will be implemented.
5.	Drivers, supervisors, mechanics	If a suspicious item is determined to be potentially dangerous, agency policy of "isolate, evacuate, and get help" will be implemented.
6.	Drivers, Dispatch	Dispatchers, drivers, and others in radio contact must follow agency radio procedures during an emergency.
7.	Drivers, Dispatch	Dispatchers, drivers, and others who normally are in radio contact during the course of their duties may use a cellular phone to contact the agency only in cases of emergency when the radio is not available or is inoperable. Otherwise, cell phone use is not permitted, except during scheduled breaks.
8.	Drivers, Dispatch, supervisors	Drivers are to interrupt route if conditions, such as bad weather or a security event, present a hazard to operations. The driver must take instruction from the dispatcher.
9.	Drivers, Dispatch, supervisors or management	Employees receiving incident information must complete a form recording relevant data.
10.	Dispatch	Dispatchers must collect critical information upon notification of emergency or security event.
11.	Dispatch	Dispatchers or others receiving a bomb threat are to use established agency bomb threat procedures.
12.	Dispatch/ management staff	Dispatchers are to use the agency's emergency checklist when contacted by the Local Emergency Manager regarding a regional emergency.
13.	Dispatch/ management staff	The agency is to enact the "Normal Hours Emergency Response" procedures in the event of an emergency occurring normal operating hours.
14.	Dispatch/ management staff	The agency is to enact the "After Hours Emergency Response" procedures in the case of an emergency occurring after normal operating hours.

	Responsibility	Action
15.	Dispatch/ management staff	The emergency response coordinator must use the mobilization resource list to record agency information during an emergency.
16.	Management staff	An emergency press release will be used to supply information to the public in the event of an incident affecting transit.
17.	All employees	All employees must follow agency evacuation procedures whenever an emergency requires an evacuation.
18.	All employees	Employees are to report crimes requiring law enforcement intervention to the *911 OPERATOR* whenever such crimes are observed on transit vehicles, at transit facilities, or at other locations.
19.	All employees	For most security situations, assistance from law enforcement is available. The agency must manage short-term response to events until assistance arrives.
20.	All employees	All employees must use established emergency response procedures and routes during an emergency.